

# What you must have on your computer to connect to the TCM System?



- Netscape® 4.x or higher/Explorer® 4.x or higher
- Recommended: Explorer® 5.5 SP2 or higher  
Netscape® 4.77 or higher
- 128-bit encryption





## To protect Medi-Cal information, the TCM System:

- Encrypts internet transmissions between your computer and the TCM System.
- Allows only authorized individuals to use the system by requiring User Names and unique passwords.

# To begin using the TCM System, your Local Government Agency must:



- ① Have submitted a letter of intent to participate in the TCM Program for the State Fiscal Year.
- ② Complete and mail the LGA Profile request to DHS.
- ③ Complete and mail the TCM System Request for User ID for the LGA Administrators to DHS.



**An LGA may enter encounters on the TCM System before the cost report is approved. However, invoices may not be created until the cost report is approved.**



# Things to remember when assigning User IDs



## CHECKLIST

- ▶▶ Must have a signed "TCM System Request for User ID" on file with the LGA or DHS Administrator.
- ▶▶ Consider what functions the individual will be performing in determining which user group to assign the individual to. (For example, an LGA User can add encounters [manually or by uploading an electronic file] but cannot create an invoice.)
- ▶▶ User IDs and passwords must be unique (a minimum of 5 and maximum of 8 characters ).
- ▶▶ To terminate access, end date the individual's ID.
- ▶▶ When assigning access, call the individual, confirm you are talking to the correct person by verifying the last 4 digits of their SSN and arrange for their password when assigning their ID.



TCM - Targeted Case Management - Microsoft Internet Explorer provided by CA Dept. of Health Services


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Address <https://tcm.dhs.ca.gov/servlet/gov.ca.dhs.tcm.user.UserServlet> Go Links

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 Targeted Case Management

Frequently Asked Questions

DHS User:

- Home
- Encounters
- Invoice
- Report
- LGA Profile
- Log Off

# TCM System

Welcome to the Targeted Case Management System



**WARNING:**

All information entered into and received from the TCM System is confidential Medi-Cal information. See Welfare & Institutions Code, Section 14100.2.

[Click Here to Change Your Password](#)



California Department of Health Services

All Users can change their own passwords.

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gov.ca.dhs.tcm.user.UserServlet

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Organizations

### Add User ID

**Management**  
Frequently Asked Questions

DHS Administrator:  
Home  
Encounters  
Search  
Invoice  
Report  
User ID  
Add  
Search  
LGA Profile  
Data Transfer  
Refresh Table  
Log Off

User ID\*:

Password\*:

Last Name\*:

MI:

Phone Number\*:

Start Date (MM/DD/CCYY):

LGA Code\*:

User Group\*:

First Name:

Email Address:

SSN\* (last 4 digits):

End Date (MM/DD/CCYY):

Save Reset

Remind Users to keep their password confidential!

Only enter an end date when you want to terminate access to the TCM System

**ID and Password must be at least 5 but not more than 8 characters.**

**First initial and last name recommended for User ID. Each user should have their own User ID**

**DHS Administrator assigns DHS User, DHS Accounting and LGA Administrator IDs. LGA Administrator assigns LGA User IDs.**

**Only enter an end date when you want to terminate access to the TCM System**



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## User Search

User ID:

All other search criteria below will be ignored if USER ID is filled out.

User Last Name:

LGA Code: 01

Submit Reset

Frequently Asked Questions

- LGA Administrator
  - Home
  - Encounters
  - Invoice
  - Report
  - User ID
    - Add
    - Search
  - LGA Profile
  - Data Transfer
  - Log Off

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**LGA Administrators may search by User ID or Last Name.**



Click on your browser “BACK” button to return to the web page.